AlayaClient

Jill Deering
CEO, Nurses on Wheels

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Jill has a professional background in several senior management roles including Human Resources at Sutherland Hospital, as the General Manager at Sydney Cardiology and Sydney Dermatology, in the corporate sector with the Westfield Group and as the CEO for Red Nose Day and Sylvanvale Disability Services. Once graduating from Sutherland Hospital as a Registered Nurse, Jill travelled to the UK where she gained intensive care experience at Harley Street Clinic. Jill is very aware of the changing landscape in the Aged Care Sector and is keen to work with the Board and staff at Nurses On Wheels to ensure the longevity and success of the organisation.

Q: Tell us a bit about your role and how it has changed in recent years due to shifts in the industry

A: Nurses On Wheels (NOW) is a not-for-profit organisation providing a range of home nursing services, day tripper social outings, community and corporate health checks and Clever Ageing Information Days in the St George area, Sutherland Shire and surrounding suburbs of Sydney (NSW Australia).

In recent years the aged care sector in Australia has seen significant change to government funding models and an increase in the ageing population. This has impacted how we operate as an organisation, forcing NOW to improve its governance, community partnerships, marketing, technology and systems automation.

In addition, NOW is reaching beyond home nursing to utilise its nursing team to deliver clever ageing solutions to our community. This includes community and corporate health checks and Clever Ageing Information Days.

Q: What role do you see technology playing in the future of home care?

A: Technology is essential in the future of home care and home nursing. Nurses On Wheels has recently invested in implementing AlayaCare and purchasing tablets for our entire nursing team, allowing them real-time access to their schedules, patient records and to log visit reports.

To comply with government funding reporting requirements, aged and home care agencies now need better access to their statistics and information systems. For example, we have recently invested in connecting AlayaCare to a reporting software to produce up-to-the-minute, detailed funder reports for one government agency.

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Q: What information do you need access to in order to perform your job to the best of your ability?

A: The NOW Team need to be able to schedule visits for patients (with nursing staff changing on a daily basis) – imagine just 4 months ago this daily scheduling was done on paper! In addition, NOW needs access to detailed client administration and medical records, medication and wound care administering, consumable use, visit logs, funder reports… all linked to invoicing and billing. Use of the Facility function is enabling us to schedule and monitor community health activities, day programs, nurse education and corporate vaccinations.

Q: What would you say are the most important features/aspects of a home care software?

A: When searching for a solution, we ranked the following features as most important: Online scheduling, mobile/tablet access, real time access, vehicle-visit routing based on location of patient and nurse, connection between home care software and invoicing system, consumable management, and grant reporting.

Q: How has AlayaCare helped you succeed?

A: In the four months we have had AlayaCare active, we have gained powerful insights into the capacity and work load of our nursing team, allowing us to better allocate the number of patients seen per day, and also assign staff to clever ageing activities each afternoon. In addition, AlayaCare provides us with detailed reports on all activities to assist us shape future business needs.

Q: What do you like most about AlayaCare?

A: My team and I all have different favourites:

Nurses: It is easy to use, great to have immediate access to patient data at the bedside.

Admin: Being able to see the nurses schedule to assist with answers to patient enquiries.

Nursing Management: Optimising work load based on real time activity.

Finance: Accessible information which enhances job performance.

Senior Management: The powerful reporting functionality.